

The Modernization Blueprint Sequencing Plan

Requirements Analysis and Design

Management Decision Required

Development and Implementation

Slippage

Milestone

High Impact Milestone

Slippage

Milestone

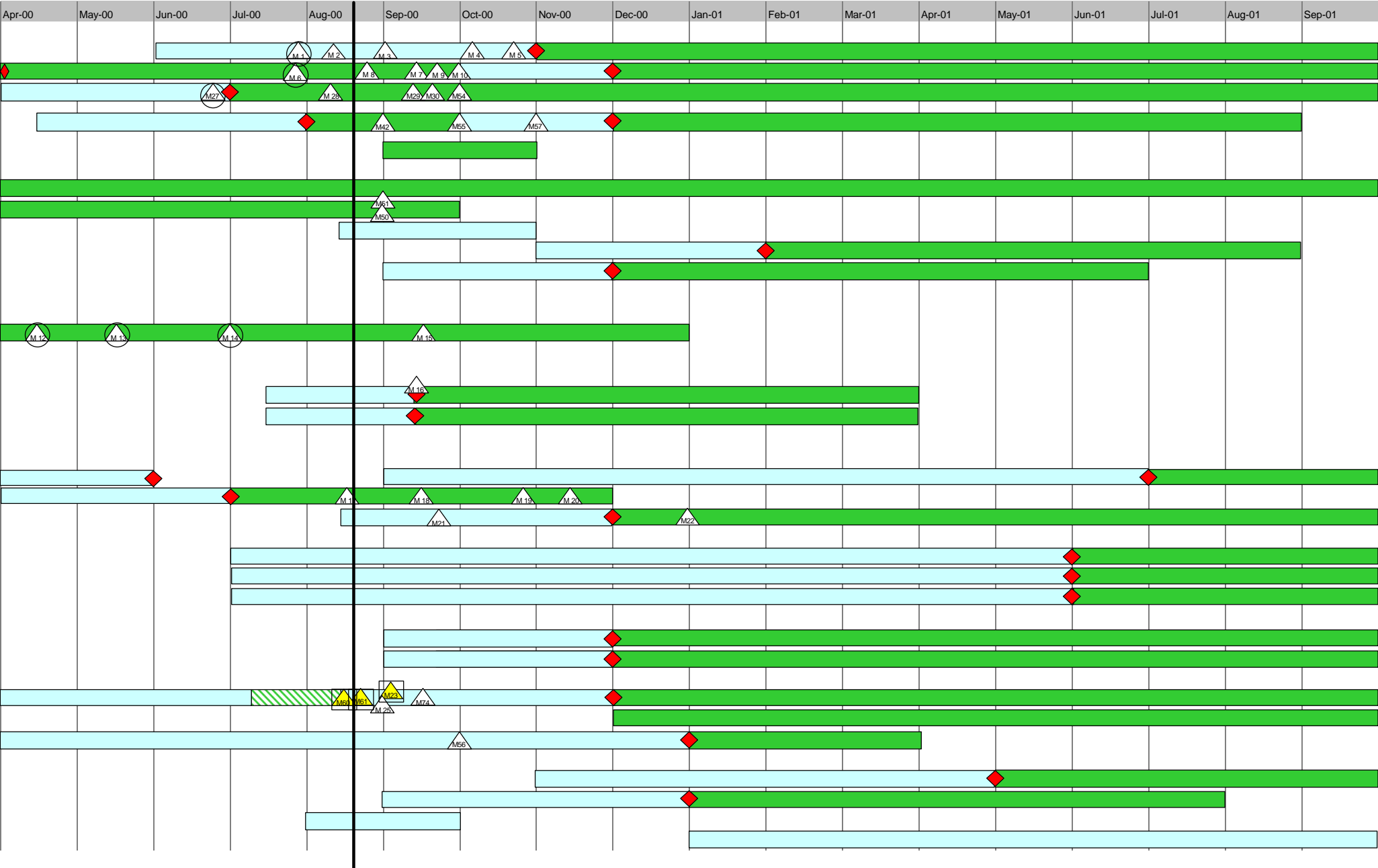
Delayed Milestone

Completed Milestone

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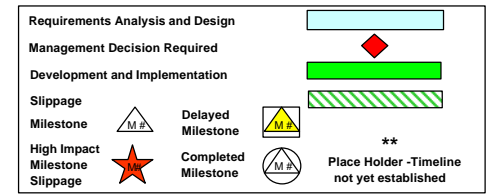
Place Holder -Timeline not yet established

- I. Enterprise-Wide
- A. CRM Requirements Development
- B. Intranet
- C. Web Portal (Schools, Students, Financial Partners)
- D. Data Warehouse (Schools, Students, Financial Partners)
- E. Single Identifier - Planning and Solution
- F. Program Management Office
1. PMO
2. Implementation Excellence
- G. Document Management
- H. Single Sign On
- I. Electronic Imaging
- II. Students
- A. Enhanced Aid Awareness
1. Enhanced Outreach Services (Products & Services)
2. Single Student Account \*\*
- B. Enhanced Aid Application
1. Enhanced FAFSA on the Web Redesign
2. FAFSA Redesign (ED Express / PIN/ACES)
- C. Enhanced Loan Servicing
1. Repayment
- a) Direct Loan Servicing Reengineering
- b) CDS Simplification
- c) E-Servicing (Future)
2. Enhanced Loan Consolidation
- a) Reengineering Direct Loan Consolidation
- b) Incorporate Electronic Signature
- c) Enhanced Lender Process
3. Enhanced Debt Collection
- a) Debt Collection Reengineering
- b) Portfolio Management
- III. Schools
- A. Common Aid Orig. and Funds Disbursement
1. COD Implementation
- B. IFAP Replatforming
- C. Schools History View \*\*
- D. Integrated Schools File
- E. Replatforming of Campus Based System
- F. CRM/Call Centers -- Quick Hits
- G. Electronic Financial Statement Reporting





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#### IV. Financial Partners

### A. Financial Partners Process Reengineering

1. GA Payment Processing
2. Lender Payment Processing

## B. External Partners Process Reengineering

1. Enhanced Partner Relationship Management (CRM)
2. Voluntary Flexible Agreements
3. Regulatory Process Improvements
4. Default Reduction Incentives
5. Enhanced Monitoring of Financial Partners

### C. Enabling Technology for Financial Partners

1. Web Portal for Financial Partners
2. Data Mart for Financial Partners
3. Common Third Party Interfacing (Middleware)
4. Document/Workflow Management

#### D. Financial Partners Employee Development

- ## 1. Organizational and Employee Development

### E. Enhanced Service Delivery for Fin. Partners

1. Expanded FAFSA to Trading Partners
2. Pilot Electronic Certification (NY Mentor PIN)
3. E-Commerce Data Exchange (Forms 2000)

### F. FFEL System Integration

### G. Risk Modeling Implementation

**V. COO**

### A. Enterprise-Wide Perfor. Appraisal System

1. Enterprise-Wide Performance Appraisal System
2. SFA Employee Performance Management Practice

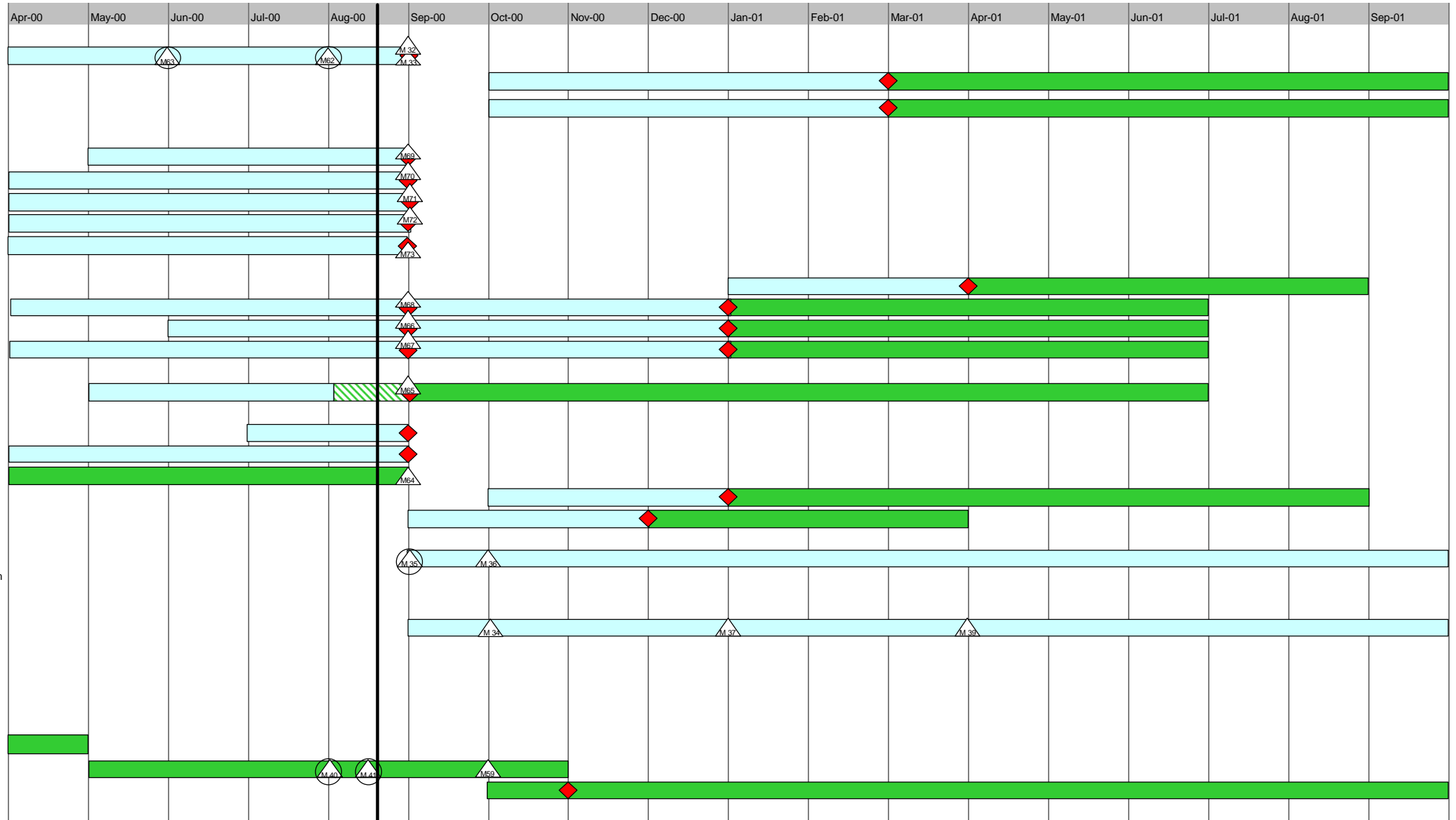
### B. Integrated Human Resource Information System (HRIS)

1. Requirements Definition
2. Conceptual Design

## VI. CFO

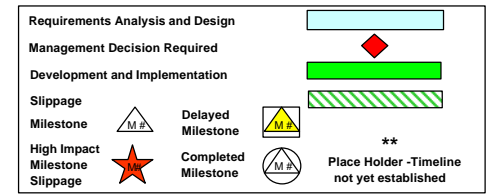
### A. Financial Management Transformation

1. FMS - Phase I (Design and Implementation Plan)
2. FMS - Phase II (Pilots)
3. FMS - Phase III (Full Program Functionality)
4. FMS - Phase IV (To Be Vision)





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## VII. CIO

### A. Cross Channel Enabling Technology

1. Advanced Call Center/Relationship Management (Ombudsman)
2. Enterprise Architecture Integration
3. Content Management
4. Information Security

## B. Enterprise IT Architecture

1. Systems Architecture
2. Data Architecture
3. Security Architecture
4. Digital Certificate Security

### C. IT Methods and Standards

#### D. TIV WAN Simplification Delivery \*\*

